# UNITED STATES PATENT AND TRADEMARK OFFICE

| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|---|---|---|---|---|
| 10/058,421 | 01/30/2002 | Mineo Arai | 1506.1016 | 4753 |

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| EXAMINER |
|---|
| DOAN, DUYEN MY |

| ART UNIT | PAPER NUMBER |
|---|---|
| 2143 | |

DATE MAILED: 08/25/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

| | Application No. | Applicant(s) |
|---|---|---|
| **Office Action Summary** | 10/058,421 | ARAI, MINEO |
| | **Examiner** | **Art Unit** | |
| | Duyen M. Doan | 2143 | |

*-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --*

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE _3_ MONTH(S) FROM
THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed
  after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
  Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any
  earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

1)☒ Responsive to communication(s) filed on _28 February 2002_.

2a)☐ This action is **FINAL**.   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is
closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

4)☒ Claim(s) _1-12_ is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) _1-12_ is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

**Application Papers**

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on _30 January 2002_ is/are: a)☒ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All   b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage
application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

1)☒ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
    Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____ .

5)☐ Notice of Informal Patent Application (PTO-152)

6)☐ Other: _____.

## DETAILED ACTION

Claims 1-12 are presented for examination.

### *Claim Rejections - 35 USC § 103*

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

Claims 1-12 are rejected under 35 U.S.C. 103(a) as being unpatentable over

Calvert et al (us pat 5287505) (hereinafter Calvert) in view of Wexler et al (us pat

6286084) (hereinafter Wexler).

As regarding claim 1, Calvert disclosed a first storing step of storing case data

containing a description of a trouble and a troubleshooting procedure (col.10, lines 26-

47); a step of accepting, when said server computer receives from said terminal device

a notification that the trouble occurs, trouble data containing a description of the trouble

from said terminal device (col.2, lines 23-64); a step of searching for the case data in

which the description of this trouble is coincident with the description of trouble in the

trouble data (col.2, lines 23-64, col.3, lines 37-67); a first transmitting step of

transmitting, if the case data is specified in said searching step, the troubleshooting

procedure in the specified case data to said terminal device (col.2, lines 23-64); and a

third transmitting step of transmitting the troubleshooting procedure in the case data

stored in said second storing step to said terminal device (col.2, lines 23-64, col.3, lines 37-67).

Calvert did not expressly disclose a second transmitting step of transmitting, if the case data is not specified in said searching step, new notification data containing the description of the trouble and indicating that the trouble occurred afresh to said maker-sided device; a step of obtaining answer data containing a troubleshooting procedure corresponding to the new notification data from said maker-sided device; a second storing step of storing the troubleshooting procedure contained in the answer data obtained in said obtaining step and the description about the corresponding trouble as new case data.

Wexler taught a second transmitting step of transmitting, if the case data is not specified in said searching step, new notification data containing the description of the trouble and indicating that the trouble occurred afresh to said maker-sided device (col.1, lines 55-65, col.2, lines 1-18); a step of obtaining answer data containing a troubleshooting procedure corresponding to the new notification data from said maker-sided device (col.1, lines 55-65, col.2, lines 1-18); a second storing step of storing the troubleshooting procedure contained in the answer data obtained in said obtaining step and the description about the corresponding trouble as new case data (col.1, lines 55-65, col.2, lines 1-18).

It would have been obvious to one with ordinary skill in the art at the time the invention was made to incorporate the teaching of Wexler in Calvert to transmit the request to another device for answer, if the server does not have the answer and save

that answer for subsequent request, for the purpose of providing significant

improvement in the time required to download objects to the individual machine (see

Wexler col.2, lines 1-18).

As regarding claim 2, Calvert-Wexler disclosed the trouble data contains using

component information indicating a component used by the user when the trouble

occurs; the case data contains related component information indicating a component

related to the trouble (see Calvert col.1, lines 38-67, col.2, lines 23-64); said trouble

management program controls said server computer to further execute a third storing

step of storing maker data uniquely related to the maker and containing provided-

component information indicating the component provided by the maker (see Calvert

col.1, lines 38-67, col.2, lines 23-64); said second transmitting step transmits the new

notification data containing using component information in the trouble data to only said

maker-sided device of the maker related to the maker data containing the provided-

component information corresponding to the component indicated by the using

component information in the trouble data (see Calvert col.3, lines 37-67); said

obtaining step obtains the answer data from said maker-sided device to which the new

notification data has been transmitted in said second transmitting step (see Calvert

col.1, lines 38-67, col.2, lines 23-64, col.3, lines 37-67); said second storing step stores

the new case data including the related component information which indicates only the

component related to the trouble, the relation to the trouble being analyzed based on

the answer data obtained in said obtaining step (see Calvert col.1, lines 38-67, col.2,

lines 23-64, col.3, lines 37-67).

As regarding claim 3, Calvert-Wexler disclosed trouble management program controlling said server computer to further execute: a step of specifying the maker data which contains the provided-component information corresponding to the related component information in the new case data (see Calvert col.2, lines 23-64, col.3, lines 37-67); a step of acquiring consideration data showing a consideration for the new notification data from said maker-sided device of the maker related to the maker data specified in said specifying step; and a step of calculating an information providing fee paid to the user on the basis of the (see Calvert col.2, lines 23-64, col.3, lines 37-67). As regarding claim 4, Calvert-Wexler disclosed trouble management program controlling said server computer to further execute: a step of extracting the case data containing the related component information corresponding to the provided-component information in the maker data with respect to each maker; and a step of generating maker-oriented data for each maker on the basis of the extracted case data (see Calvert col.1, lines 38-67, col.2, lines 23-64, col.3, lines 37-67).

As regarding claims 5-8, the limitations are similar to claims 1-4, therefore rejected for the same rationale as claim 1-4.

As regarding claims 9-12, the limitations are similar to claims 1-4, therefore rejected for the same rationale as claim 1-4.
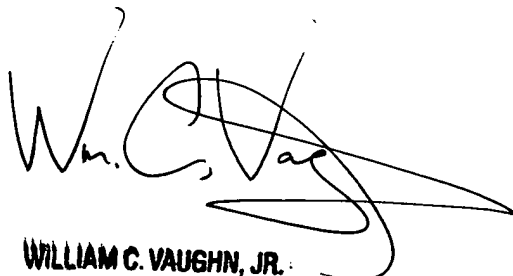
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Duyen M. Doan whose telephone number is (571) 272-4226. The examiner can normally be reached on 9:30am-6:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, David A. Wiley can be reached on (571) 272-3923. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Examiner
Duyen Doan
Art unit 2143
  DD

WILLIAM C. VAUGHN, JR.
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PRIMARY EXAMINER